

**RESPONSE PROCEDURES**  
*as implemented by Cuyahoga SWCD*

**Recommended for Community Responders:**

- 1) Document all calls, paraphrase conversations
- 2) Answer questions, or make referrals
- 3) Set-up database of names, concerns, places
- 4) Go on site visits
- 5) Follow up –to confirm actions have been taken
- 6) Document bad actors– flag in database

**Recommended for Home and/or Property owners:**

- 1) Document all calls, paraphrase conversations
- 2) Take photographs if possible
- 3) Go on site visits
- 4) Consider sending certified mail; requires signature of recipient



6100 West Canal Road  
Valley View, Ohio 44125  
216-524-6580  
Fax 216-524-6584

For events, technical  
information, and links visit us at  
[www.cuyahogaswcd.org](http://www.cuyahogaswcd.org)

*This brochure has been provided to assist  
cities with implementation of  
stormwater management plans.*



# Environmental and Emergency Contacts for Cuyahoga County

Cuyahoga SWCD  
Promoting conservation of land  
and aquatic resources in a  
developed environment through  
stewardship initiatives,  
education programs and  
technical assistance.

Phone 216-524-6580  
Fax 216-524-6584  
[www.cuyahogaswcd.org](http://www.cuyahogaswcd.org)

## Environmental Information and Emergency Contacts for Cuyahoga County

**AGRICULTURAL AND ORNAMENTAL  
HORTICULTURE ASSISTANCE:** From plant-  
ing to harvesting, pruning to canning.

The Ohio State Extension Office  
.....216-397-6000

**AIR POLLUTION:** Strong or offensive odors,  
excessive smoke or haze.

City of Cleveland 24 Hour Hotline ....216-441-7442  
Dept. of Public Health, Div. of the Environment,  
(Monitors Air Quality for Cuyahoga County)

Ohio EPA.....614-644-2276

**COMPLIANCE ASSISTANCE** with environ-  
mental regulation

Ohio EPA .....614-644-3469  
Office of Compliance Assistance and  
Pollution Prevention  
[www.epa.state.oh.us/ocapp](http://www.epa.state.oh.us/ocapp)

**DAM SAFETY:** Dam obstruction by objects  
such as fallen trees, structural damage or  
leakage. This applies to a dam only if it  
stores 50 acre-feet of water or the dam  
height is 25 feet or more. Otherwise contact  
your municipal engineer.

Ohio Dept. of Natural Resources.....614-265-6731  
Division of Dam Safety  
24-Hr Hotline..... 614-799-9538

**DRINKING WATER CONCERNS  
AND QUESTIONS:** Foul odors, tastes, discol-  
oration or suspended solids in the tap water  
from your home.

Board of Health .....216-201-2000

City of Cleveland .....216-664-3160  
Division of Water, Hydraulics Department

Ohio EPA, NE District Office.....330-963-1173

**EMERGENCIES & EMERGENCY PLANNING:**  
Hazardous chemical incident, terrorist at-  
tack, evacuation procedures, tornados,  
floods, mass casualty coordination, family  
preparedness.

County Emergency Management Agency  
Emergency response... ..216-443-5700

Emergency Planning Commission ....216-443-7597

**EMERGENCY WATERSHED PROTECTION  
PROGRAM:** emergency measures including  
purchasing of flood plain easements, run-off  
retardation and soil erosion prevention to  
relieve hazards. [http://www.fns.usda.gov/fdd/  
programs/fcd-disasters](http://www.fns.usda.gov/fdd/programs/fcd-disasters)

**FISH KILLS:** A strong decaying odor or dead  
animals & fish afloat on the shoreline or  
stream banks.

Ohio Dept. of Natural Resources.....330-644-2293  
Division of Wildlife

Ohio EPA –24 Hour Hotline.....800-282-9378  
Division of Emergency & Remedial Response

**FLOOD INSURANCE:** Flood plain maps, in-  
surance rate maps, areas of risk.

Federal Emergency Management Agency  
Region 5 Office.....312-408-5500

FEMA Map Assistance Center.....877-336-2627

FEMA website: [www.fema.gov/fhm/en\\_main.shtm](http://www.fema.gov/fhm/en_main.shtm)

Soil & Water Conservation District....216-524-6580

**GARDENING AND  
HOME ECONOMIC CONCERNS:** Pest diag-  
nostic, home odors, cooking and advice.

Ohio State University Extension Office  
.....216-397-6000



Environmental Information & Emergency Contacts In Cuyahoga County

**HAZARDOUS OR UNSAFE MATERIALS:** Any material that poses a threat to human health and/or the environment.  
**GENERAL INFORMATION:**  
Hazardous Materials Information Line .....800-467-4922

US Consumer Products Safety Commission .....800-638-2772

National Highway & Traffic Safety Administration .....888-327-4236

US Coastguard.....800-368-5647

US Food & Drug Administration.....888-463-6332

Bureau of Alcohol, Tobacco, Firearms & Explosives.....202-927-7777

Ohio Department of Health .....614-466-0061  
Asbestos and Radon

Ohio Department of Health .....614-466-1450  
Lead -or- 877-NOT-LEAD

Ohio Dept of Health website: [www.odh.state.oh.us](http://www.odh.state.oh.us)

**HAZARDOUS MATERIALS REPORTING OF SPILLS & EMERGENCIES:**  
Local Fire Department.....911

Ohio EPA –24 Hour Hotline.....800-282-9378  
Division of Emergency & Remedial Response

Emergency Communication System (Industrial or Trucking Spills).....216-771-1365

Coastguard National Response Center 24-Hr. Hotline..... 800-424-8802  
(Hazardous Spills, Terror Threat, Pipeline Leaks)

**HAZARDOUS WASTE PROPER DISPOSAL:**  
Disposal of industrial end products, used motor oil, batteries, infectious wastes & old or used household chemicals such as cleaners, pesticides, antifreeze and paint.

Ohio EPA.....614-644-3135  
Division of Hazardous Waste Management & Household Hazardous Wastes

Clean Harbors Env. Services , Inc.....216-429-2401  
Hazardous Waste Disposal

Solid Waste District.....216-443-3749

**ILLEGAL DUMPING:** Dumping of chemicals, or refuse into storm drains or water bodies.

Service Department.....Local City Hall

Board of Health.....216-201-2000

Ohio EPA –24 Hour Hotline.....800-282-9378  
Division of Emergency & Remedial Response

**MOSQUITOS:** Standing water concerns, West Nile Virus or Encephalitis questions

Board of Health .....216-201-2000  
Board of Health website: [www.ccbh.net](http://www.ccbh.net)

**INVASIVE AND TOXIC PLANTS:** certain plant species that overgrow and adversely affect diversity, crop yields, or human health.

Ohio Department of Natural Resources (ODNR) Div.of Natural Areas and Preserves .....614-265-6453

The Nature Conservancy, Ohio Chapter .....614-717-2770

**NUISANCE ANIMALS:** Bats, Deer, Ground-hogs, Possum, Raccoon, etc.

Ohio Department of Natural Resources (ODNR) Division of Wildlife.....330-644-2293

**PESTICIDES:** Information on product recognition & management, safety information, health & environmental effects, clean-up and disposal procedures.

National Pesticides Info. Center.....800-858-7378

Solid Waste District.....216-443-3749

Ohio EPA –24 Hour Hotline.....800-282-9378  
Division of Emergency & Remedial Response

U.S. EPA .....800-424-9346  
Pesticides and RCRA Superfund Hotline

**POLLUTION PREVENTION** including water rate reduction, green chemicals, green building, household waste and recycling

Ohio EPA .....614-644-3469  
Office of Compliance Assistance and Pollution Prevention

[www.epa.state.oh.us/locapp](http://www.epa.state.oh.us/locapp)

**RECYCLING:** .  
Solid Waste District.....216-443-3749

Ohio Department of Natural Resources Division of Recycling and Litter Prevention.....614-265-6363

**SLAG RUNOFF:** Residue or other byproducts from industrial businesses released into the water or onto land near a facility, or effects on the water, such as coatings, or slicks occurring near a facility.

Ohio EPA.....800-686-6330  
Division of Surface Water

Ohio EPA –24 Hour Hotline.....800-282-9378  
Division of Emergency & Remedial Response

**SLOPE INSTABILITY AND SOIL EROSION PROBLEMS FROM NON-POINT SOURCES:**  
For mass soil slumping or the wearing away of soil on the banks of waterways with no apparent or obvious reason or source.

Community Engineer .....Local City Hall

Soil & Water Conservation District....216-524-6580

**SOIL AND WATER TESTING:** Some laboratories are listed on the Cuyahoga SWCD website.

**SOIL EROSION PROBLEMS FROM CONSTRUCTION SITES:** The wearing away of soil on the land surface & the banks of waterways due to increased water runoff associated with construction & development resulting in the removal of vegetation cover from the ground.

Community Engineer .....Local City Hall

Soil & Water Conservation District....216-524-6580

**STREAM BANK INSTABILITY:** Information & technical assistance in the reinforcement of stream banks eroded due to lack of vegetation or increased water quantity.

Community Engineer .....Local City Hall

Soil & Water Conservation District...216-524-6580

**STREAM CHANNEL OR WETLANDS:** The changing of the natural path of a waterway by damming, digging, filling or the alteration, reconstruction or destruction of wetlands.

US Army Corps of Engineers.....716-879-4329  
Regional Office, Buffalo, NY

**STORMWATER CONTROL ASSISTANCE:**  
Practices & solutions to problems associated with excessive stormwater, such as ponding, or stagnant water on property or flooding from storm sewers.

See the Ohio EPA's storm water program at <http://www.epa.state.oh.us/dsw/storm/index.html> to review the new requirements that can improve the way storm water issues are handled in your community.

Model ordinances are available that can be utilized to improve storm water management for new development and redevelopment at NOACA's regional storm water webpage <http://www.noaca.org/reglmodord.html>.

Community Engineer .....Local City Hall

Soil & Water Conservation District...216-524-6580

**WATER POLLUTION:** Coatings or slicks on the surface of bodies of water or the presence of odd odors or colors.

Local Fire Department.....911

City of Cleveland .....216-664-2750  
Division of Water Pollution Control

Ohio EPA.....800-686-6330  
Division of Surface Water

Ohio EPA –24 Hour Hotline.....800-282-9378  
Division of Emergency & Remedial Response

**ODOR COMPLAINTS:**  
Northeast Ohio Regional Sewer District 24 Hour Hotline.....216-641-3200

Service Director .....Local Community Hall  
Sanitary Engineers.....216-443-8209